



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**US Xchange of Illinois, L.L.C.**  
**d/b/a One Communications II**  
**for Filing Period 4/1/2009 to 6/30/2009**  
**Tracking Number 2903**

**Performance Data - Code Part 730**

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.70	1.80	1.90	1.80
B. Operator Answer Time - Information Section 730.510(a)(1)	7.00	9.00	9.00	8.33
C. Repair Office Answer Time Section 730.510(b)(1)	123.00 *	103.00 *	177.00 *	134.33 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	123.00 *	103.00 *	177.00 *	134.33 *
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	86.50% *	71.40% *	69.40% *	76.20% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.38	1.43	1.04	1.28
H. Percent Repeat Trouble Reports Section 730.545(c)	5.20 %	12.20 %	10.90 %	9.30 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$376.31	\$1,720.15	\$539.69	\$2,636.15
B. Number of credits issued for repairs - 24-48 hours	4	7	4	15
C. Number of credits issued for repairs - 48-72 hours	0	2	1	3
D. Number of credits issued for repairs - 72-96 hours	1	2	2	5
E. Number of credits issued for repairs - 96-120 hours	2	6	2	10
F. Number of credits issued for repairs > 120 hours	3	8	4	15
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Additional Information**

**Disclaimer:**

"Percent of service installations" does not account for customer requested delays. "Number of installations after X business days" is based on days from loop delivery from ILEC.